FIG. 1

REPLACEMENT SHEETS
In re Application: Alexander I. McAllister
Application No.: 09/309,274
Filed: 05/11/1999
Docket No.: 00-VE09.46
Title: Voice Responde Apparatus and Method...

Start —202

Interrupt=False —204

Ring Detect? —206

No

Yes

Answer Call —208

Play Greeting —210

Prompt for Name of Party To Be Called —212

Speech Segment Received? —214

No → Error Processing 216

Yes

Recognize Content of Speech Segment —218

Search for Match Between Content and Names —220

Match Found? —222

No → Error Processing 224

Yes

Read Back Name Found —226

Get Start Time —228

Speech Segment Received? —230

No

Yes

Recognize Speech Segment —232

Content of Speech Segment= Alternative Processing? —234

No

Yes

Interrupt=True —236

Get Time Now —238

TimeNow-StartTime≥ DelayPeriod or Interrupt=True? —240

No

Yes

Interrupt= True? —242

No

Yes

Dial Telephone Number 244

Initiate Alternate Processing 246

FIG. 2

REPLACEMENT SHEETS
In re Application: Alexander I. McAllister
Application No.: 09/309,274
Filed: 05/11/1999
Docket No.: 00-VE09.46
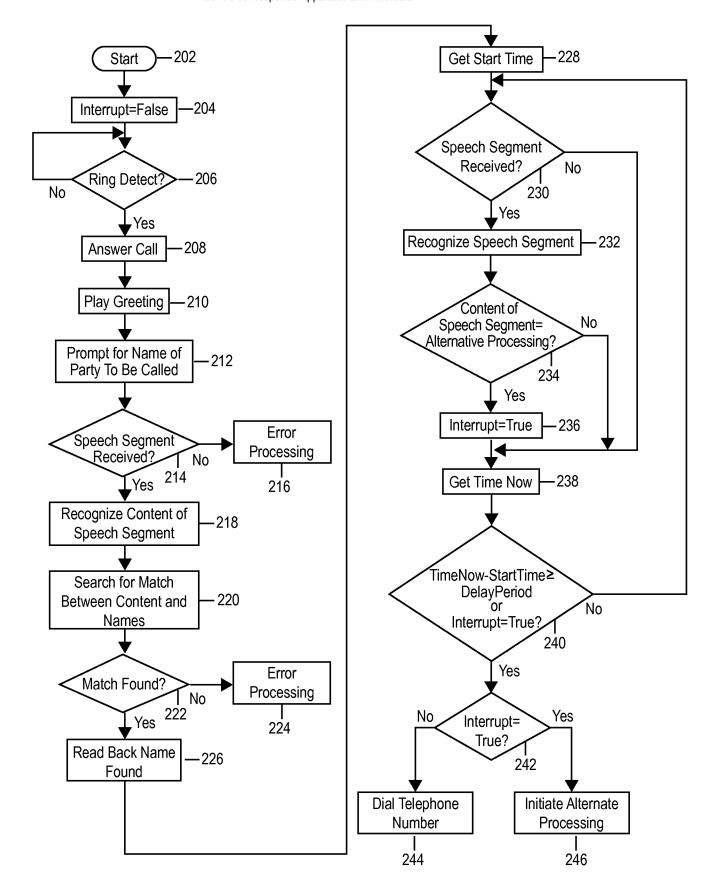Title: Voice Responde Apparatus and Method...

FIG. 3a

REPLACEMENT SHEETS
In re Application: Alexander I. McAllister
Application No.: 09/309,274
Filed: 05/11/1999
Docket No.: 00-VE09.46
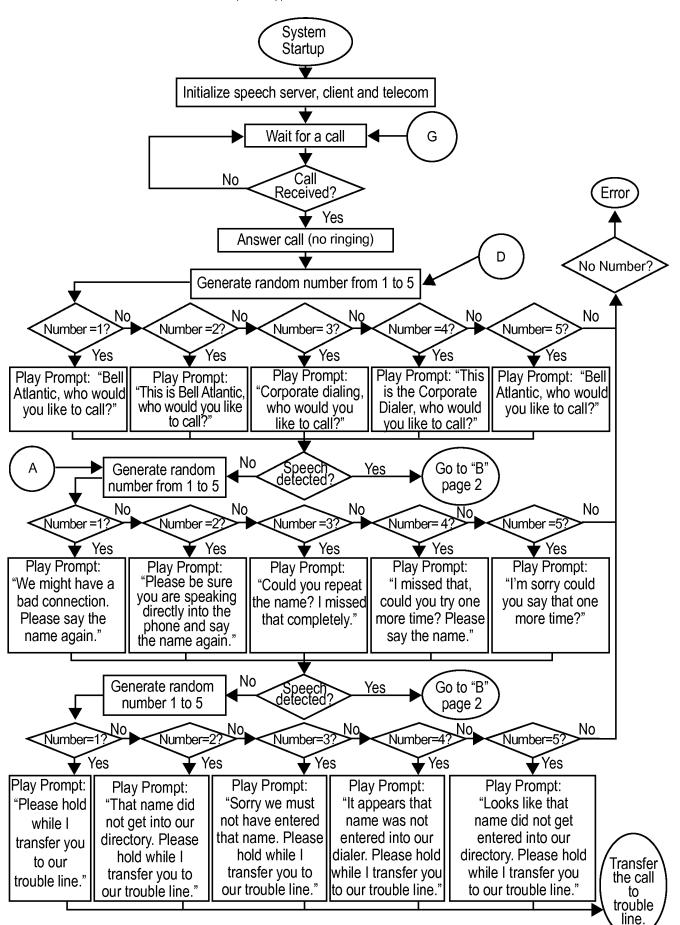Title: Voice Responde Apparatus and Method...

(B)

Identify phones from speech signal.

Compare phones to name and nickname dictionaries.

Go to "A"
page 1

Go to "C"
page 4

(H)

Names Found? — No → **Second Attempt?** — Yes → Generate random number from 1 to 5

Names Found? — Yes → Look up phonebook entry.

Second Attempt? — No → (to Names Found)

Look up phonebook entry. → **Special handling?**

Special handling? — Yes → Go to "C" page 4

Special handling? — No → Open wave file associated with the name.

Generate random number from 1 to 5 →

Number=1? — No → **Number=2?** — No → **Number=3?** — No → **Number=4?** — No → **Number=5?**

Number=1? — Yes → Play Prompt: "Please hold while I transfer you to our trouble line."

Number=2? — Yes → Play Prompt: "That name did not get into our directory. Please hold while I transfer you to our trouble line."

Number=3? — Yes → Play Prompt: "Sorry we must not have entered that name. Please hold while I transfer you to our trouble line."

Number=4? — Yes → Play Prompt: "It appears that name was not entered into our dialer. Please hold while I transfer you to our trouble line."

Number=5? — Yes → Play Prompt: "Looks like that name did not get entered into our directory. Please hold while I transfer you to our trouble line."

Open wave file associated with the name. → **Wave File Found?**

Wave File Found? — Yes → Play wave file.

Wave File Found? — No → Play telephone number.

Play wave file. / Play telephone number. → Listen for "cancel", "listing", "leave a message" or "voice mail"

Transfer call to trouble line

Sixth attempt? — Yes → Transfer call to trouble line

Sixth attempt? — No → Go to "E" page 3

Cancel? — Yes → Sixth attempt?

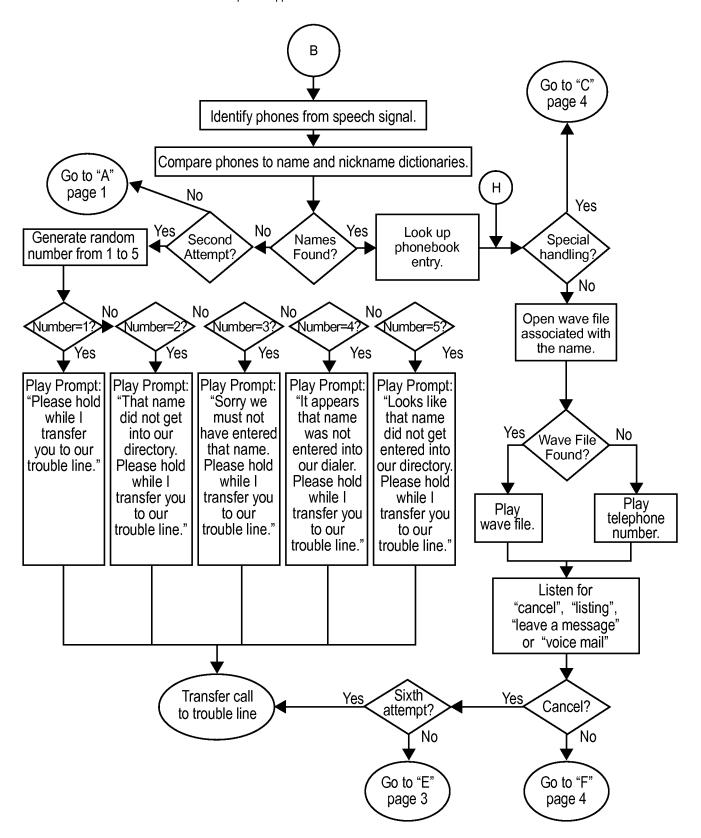**Cancel?** — No → Go to "F" page 4

Go to "E"
page 3

Go to "F"
page 4

FIG. 3b

REPLACEMENT SHEETS
In re Application: Alexander I. McAllister
Application No.: 09/309,274
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Docket No.: 00-VE09.46
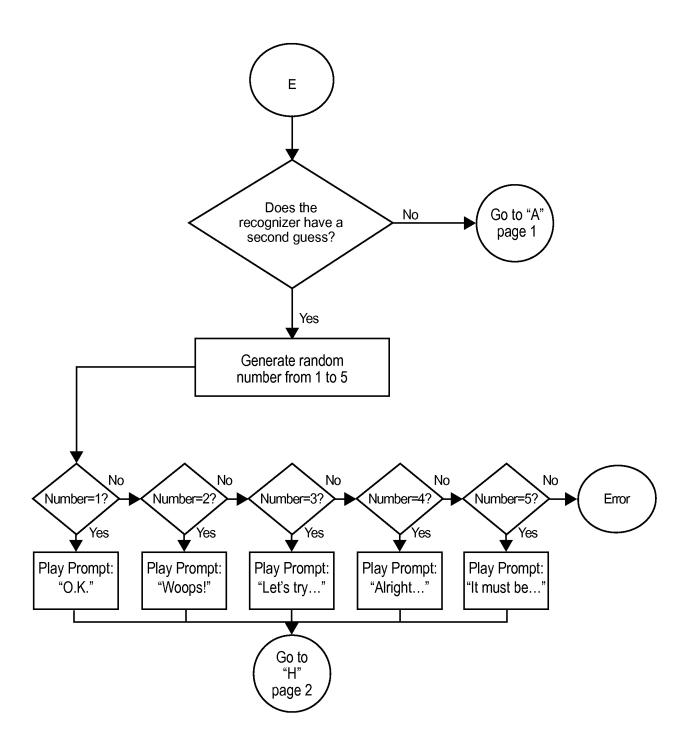Title: Voice Responde Apparatus and Method...

FIG. 3c

REPLACEMENT SHEETS
In re Application: Alexander I. McAllister
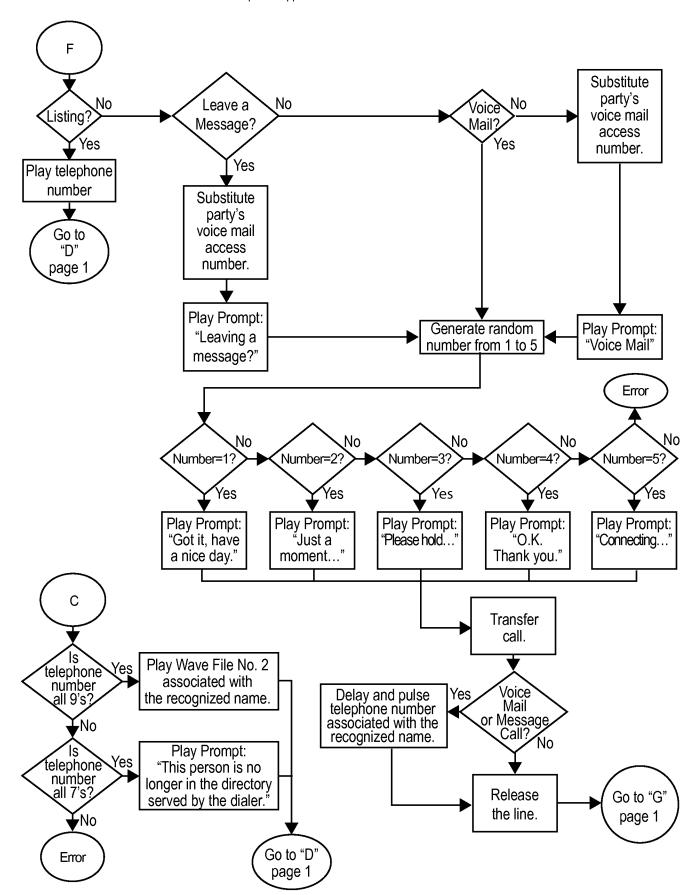Application No.: 09/309,274
Filed: 05/11/1999
Docket No.: 00-VE09.46
Title: Voice Responde Apparatus and Method...

FIG. 3d